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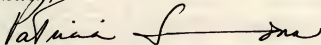
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## AVAILABLE ISP REPORTS

### END-USER EXPERIENCES WITH FOURTH-GENERATION LANGUAGES \$1,950

Fourth-generation languages (FGLs) are changing. Whereas they were formerly end-user oriented, they are now information systems (IS) oriented in that they can be used to improve overall productivity. This report examines FGLs and their impact on both information systems and noninformation systems areas of an organization.

The report defines and describes FGLs, emphasizing the economics of using them for IS applications. Finally, IS strategies are recommended for exploiting the strengths and avoiding the weaknesses of fourth-generation languages.

This report contains 162 pages, including 48 exhibits. (September 1983)

### SUPPORTING PERSONAL COMPUTER SOFTWARE \$1,950

Personal Computer (PC) technology and issues are in a state of rapid change; nowhere is this more apparent than in the personal computer software realm. Decisions made now concerning PC software and its place in the organization can have a major impact on all systems support in the future.

Managing PC software support is essential; this report describes the planning and organizational issues. It will help management develop a PC software support strategy that includes not only user satisfaction but application selection and the effects of technology on this support. Overall, this report provides a guide to maximizing the benefits of PC software.

This report contains 159 pages, including 40 exhibits. (August 1983)

### RELATIONAL DATA BASE DEVELOPMENTS \$495

This report is designed to assist Information Systems (IS) planners in determining the proper role of 1983-1985 relational data base systems (RDBS) concepts and products. It is a technical discussion that includes RDBS definitions, advantages and disadvantages of use, an analysis of recent and projected RDBS developments, and guidelines for selection and use. IBM's recent DB2 announcement is placed in perspective, and its implications for IS planning are discussed.

This report contains 57 pages, including 5 exhibits. (August 1983)

## **SELECTING USER FRIENDLY OPERATING SYSTEMS FOR PERSONAL COMPUTERS**

**\$495**

This report analyzes several categories of so-called "user friendly" operating systems that function on personal computers: UNIX, CP/M, MS-DOS (PC-DOS), and the USCD p-System. Variants of the above systems are also discussed.

Analysis is made from the perspective of the information systems planner. Criteria for evaluation and comparison of each category of operating system include level of acceptance, strengths and weaknesses, and future developments.

In addition to INPUT's evaluation of the suitability of each operating system, a methodology is included to help decision makers incorporate their organization's unique environment into their field analysis.

This report contains 54 pages, including 6 exhibits.

(June 1983)

## **SOFTWARE PRODUCTIVITY TOOLS: UPDATE AND OUTLOOK**

**\$495**

Although the software industry has provided the IS manager with many software productivity tools (SPT), software productivity has not increased as fast as the demand for new systems. The enclosed report discusses the change in SPTs. It identifies which SPTs are emerging as the main vehicles for improving software productivity in the 1980s. It also discusses which SPTs are being used less and why.

The report discusses the role of SPTs in IS productivity strategy. It also recommends a strategic productivity plan, describes its components, and recommends strategies to successfully implement this plan.

This report contains 35 pages, including 5 exhibits.

(December 1983)

## **IMPACT OF OFFICE SYSTEMS ON PRODUCTIVITY**

**\$1,950**

This report establishes a framework for understanding office productivity problems and for evaluating white-collar workers' performance. The report defines four productivity performance levels and evaluates current and advanced office systems at each level. Office work is analyzed from both a functional and a cost perspective to provide a foundation for the productivity analysis.

This report contains 117 pages, including 23 exhibits.

(November 1983)



## **METHODS OF COST/BENEFIT ANALYSIS FOR OFFICE SYSTEMS**

**\$1,950**

This report describes the data collection and analysis techniques used for justifying office systems. It also identifies productivity and cost reduction measurements used by major corporations. Two in-depth cases are described. Each of these cases illustrates successful justification techniques that could be guidelines for other IS organizations.

The justification experiences of both vendors and users are discussed and evaluated. Management requirements for justifying office systems are analyzed, and recommendations are made. Cost/benefit analysis techniques are also included.

This report contains 123 pages, including 25 exhibits.

(September 1983)

## **LOCAL-AREA NETWORKS: DIRECTIONS AND OPPORTUNITIES**

**\$495**

Obtaining solutions to the complex problem of local delivery of information has become a high priority for most IS managers. While the need to provide satisfactory local network solutions is high, considerable confusion exists regarding the plethora of products that are already available or soon will be.

This report provides guidance to IS managers who are charged with the responsibility for planning local information distribution capabilities. It identifies and clarifies key issues regarding LAN planning, implementation, and operations. Also presented are an assessment of current and future technology, and a discussion of insights based on actual user experience.

This report contains 38 pages, including 4 exhibits.

(December 1983)

## **PERSONAL COMPUTER VERSUS WORD PROCESSOR: RESOLVING THE SELECTION DILEMMA**

**\$495**

Office system planning is difficult for at least two reasons: (1) the distinctions between word processors and personal computers are confusing, and (2) office system needs vary according to job category, department, and organization.

To help management with office system planning decisions, this report analyzes the future roles of PCs and WPs in the office and provides a straightforward methodology for selecting an appropriate mix of equipment for each unique environment.

This report contains 65 pages, including 17 exhibits.

(June 1983)

## **INTERCOMPANY ELECTRONIC DATA EXCHANGE**

**\$495**

Intercompany electronic data exchange (IEDE) is the electronic transfer of information between two or more organizations. IEDE is growing very rapidly, and INPUT believes most companies will use it by 1990. This report analyzes the current state of IEDE, focusing on the major problems and opportunities of implementing systems that utilize IEDE. Examples of current applications that effectively use IEDE are included.

This report contains 63 pages, including 10 exhibits.

(September 1983)

## **MANAGING THE ACCEPTANCE OF OFFICE SYSTEMS**

**\$495**

The dramatic growth of office systems from simple word processors to complex integrated and dispersed systems has presented new problems and opportunities for the information systems (IS) department. The diversity of users and the difficulty of demonstrating tangible benefits has led some managers to perceive these systems as high-risk ventures. And yet acceptance by managers and users is imperative in order for office systems to realize their potential.

This INPUT report identifies the key factors in gaining office systems acceptance from organizations, managers, and users. It also recommends IS strategies for implementing successful office systems.

This report contains 40 pages, including 6 exhibits.

(December 1983)

## **IMPACT OF UPCOMING OPTICAL MEMORY SYSTEMS**

**\$1,950**

Optical memory systems are expected to be one-tenth as expensive as paper by 1988. Many applications of magnetic disk, tape, printing, and micrographics will begin to be significantly affected as early as 1984. Hardware, software, office systems, and telecommunications planning should all take into account the dramatic potential of optical memory systems.

This report provides a comprehensive overview of these systems - their advantages, limitations, and current development status. Cost/capacity comparisons are made with magnetic, micrographic, and paper storage systems. Most likely application areas are identified. Vendor strategies are profiled. Seven optical systems categories are defined to help readers assess the impact on their own environment. Recommendations are provided.

This report contains 154 pages, including 27 exhibits.

(April 1983)

## **ORGANIZING THE INFORMATION CENTER**

**\$1,950**

Many information systems organizations either have or are planning to install an information center. Often these operations are not perceived by users as offering the right mix of products and services. Despite some problems, the potential benefits of the information center are great. In fact, it could become the cornerstone of information strategy for the remainder of the 1980s.

To help management obtain the information center's potential benefits, this report provides guidelines for planning or enhancing the information center. It provides a list of functions that should be contained in an information center and describes the positive and negative aspects of information center growth.

This report contains 140 pages, including 45 exhibits.

(August 1983)

## **ANNUAL INFORMATION SYSTEMS PLANNING REPORT 1983**

**\$2,500**

This report was produced as part of INPUT's Information Systems Program (ISP). The research was based on over 300 interviews with information systems (IS) organizations in 11 major industry sectors. Major vendors were also interviewed to provide the basis for analysis of hardware, software, and communication trends.

The report describes major events and project trends in the hardware, software, and communications industries. The findings are summarized by industry and for all organizations. The topics addressed include IS budgets, planning issues, application developments, and end-user computing. The report also contains an executive summary in presentation format.

This report contains 291 pages, including 156 exhibits.

(December 1983)

## **PERSONAL COMPUTERS IN THE IS STRATEGY**

**\$950**

This report examines the extent to which personal computers have taken root in corporations and the reasons for it. Current and future technical developments are explored. The most important sections deal with the appropriate level of IS involvement and the means that IS can use to influence personal computer development.

A complete set of recommendations for IS management is included.

This report contains 188 pages, including 50 exhibits.

(December 1982)

## **NEW DIRECTIONS IN OPERATING SYSTEMS, DATA BASE MANAGEMENT, AND COMMUNICATIONS**

**\$950**

This report analyzes how operating systems, data base management systems, and communications will affect large computer installations. Future trends and developments are assessed. Special attention is focused on the coming together of operating systems and DBMS.

This report contains 133 pages, including 35 exhibits.

(December 1982)

## **NEW ISSUES IN COMPUTER SECURITY**

**\$495**

This report provides an overall framework within which risk analysis, a counter-penetration program, and megadisaster planning are examined. Recommendations are provided. Other issues require separate analysis for each IS installation: off-site recovery, electrical supply quality assurance, data access control, and insurance. In addition, a number of environmental monitoring and protection systems are reviewed.

This report contains 64 pages, including 17 exhibits.

(December 1982)

## **BUDGET AND PLANNING TECHNIQUES**

**\$245**

The related processes of planning and budgeting overlap at the critical area of cost. This report on the financial structure of planning for information systems (IS) organizations includes the applicability of estimating tools (which are still in their infancy and somewhat unreliable). Successful budgeting depends not so much on the use of a particular technique, but on the IS participants' understanding of the rules and their developing proposals accordingly. Guidelines are presented for establishing and implementing an effective budgeting strategy. Use of a systems approach is emphasized, and techniques for coping with hard times are presented.

This report contains 44 pages, including 9 exhibits

(July 1982)

## **EVALUATING THE EDP LEVEL OF SERVICE**

**\$950**

This report describes some areas of agreement and disagreement between information system and user management regarding appropriate levels of service. Some specific cases where there is a difference between information system and user perceptions are terminal uptime, terminal response time, and the work request process. INPUT recommends that information systems consider implementing service agreements with users (sometimes called "user contacts") to help alleviate these problems.

This report contains 135 pages, including 42 exhibits.

(June 1982)

**THE CHANGING ECONOMICS OF TELECOMMUNICATIONS****\$495**

This report provides a preliminary analysis of the emerging new structure of communications economics. Special attention is focused on the likely effects of the interplay between deregulation and new technology on telecommunications costs.

This report contains 59 pages, including 12 exhibits.

(December 1982)

**BUSINESS GRAPHICS: BOON OR BOONDOGGLE?****\$245**

This Technology Report analyzes the three types of business graphics: presentation, analytic, and communication graphics. The differing impacts of each type of business graphics and the economics of business graphics are assessed. A series of pragmatic recommendations is directed to information systems managers.

This report contains 50 pages, including 15 exhibits.

(August 1982)



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